INCOMPAS: Fix Cable Customer Service Problems with More Competition

In Hearing, Cable Executive Says Many Overcharges are the Result of Set-Top Box


During the hearing, a representative from Time Warner Cable indicated that many customer overcharges are the result of swapping the set-top boxes the cable company forces customers to rent.

In response to the Hearing, Chip Pickering, CEO of INCOMPAS, released the following statement:

“Cable customers have been overbilled and held hostage by practices that can only exist in a marketplace devoid of real consumer choice and competition. Where we have competition, consumers have lower prices, faster speeds and better service.

“The admission today by a cable executive in the Senate Oversight and Investigation hearing, that many customer overcharges are the result of swapping customers set-top boxes they force them to rent, is just the latest indication that the FCC must act to unlock the box and set consumers free.

“The cable industry has said it will take them a decade to correct their customer service problems, an unacceptable amount of time that should prompt Congress and local agencies to act on a deployment agenda that will bring more competition. Including common sense policies like dig once, one touch/make ready to spur deployments, and fair, common sense programming pricing that doesn’t discriminate against smaller, new entrants to the broadband market who must offer video to compete against big cable.

“I want to commend both Senator Rob Portman and Senator Claire McCaskill for holding this oversight hearing, and for their efforts to bring more competition to the cable and broadband marketplace, and look forward to working with them on bi-partisan solutions.”
About INCOMPAS:

INCOMPAS, the Internet and competitive networks association, is the leading trade group advocating for competition policy across all networks. INCOMPAS represents Internet, communications and technology companies large and small, advocating for laws and policies that promote competition, innovation and economic development. Learn more at www.incompas.org or follow us on Twitter: @INCOMPAS @ChipPickering